Central West
CCAC CASC
Community Care Access Centre
Centre d'accès aux soins communautaires du Centre-Ouest

199 County Court Blvd.
Brampton,ON L6W 4P3

199, boul. County Court
Brampton,ON L6W 4P3

Welcome

Bienvenu

CentralWesthealthline.ca

Ontario

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Tel/Tél: 905 796 0040
888 733 1177

www.cw.ccac-ont.ca

Dear Central West CCAC Patient:

We are pleased to provide you with this information package about the services you may receive from the Central West Community Care Access Centre (CCAC).

We are committed to supporting you in improving and maintaining your health and working with our healthcare partners to provide the best possible care and support to you and your family. We want to make sure you have the information you need to make the right choices about your care.

Inside this package you will find:

- a **fact sheet** about the nursing, therapeutic and personal support services available through the Central West CCAC
- a card so that you can record **your service plan,** the name and contact information of your assigned CCAC Care Coordinator and the CCAC contact information that is available 24 hours a day, 7 days a week
- a copy of our **privacy statement**
- information on how to issue a **complaint or appeal** related to the services you receive from Central West CCAC
- quick tips and important information about **home safety and security** while being cared for by home-visiting services
- information about ways you can **prevent infections** and stay safe
- rights and responsibilities for rental of medical equipment

We recommend that you keep this information package in an easy-to-find place together with information you receive from the agencies that we contract to provide services to you. At any time, you may call us at 905 796 0040 or toll free 1 888 733 1177 should you have any questions or concerns or wish to speak to your Care Coordinator.

Sincerely,

Karyn Lumsden
Vice President, Client Services
Central West CCAC

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Aux patients du Centre d'accès aux soins communautaires de Centre-Ouest,

Nous sommes heureux de vous fournir la présente trousse d'information au sujet des services que peut vous offrir le Centre d'accès aux soins communautaires (CASC) du Centre-Ouest.

Nous sommes déterminés à répondre à vos besoins de santé et à travailler avec nos partenaires des soins de santé pours vous offrir, ainsi qu'à votre famille, le soutien nécessaire et les meilleurs soins possible. Vous étiez au coeur de nos préoccupations lorsque nos avons préparé la trousse, puisque nous voulions nous assurer de vous fournir les renseignements voulus pour faire les bon choix en matière de soins de santé pour vous au un être cher.

Vous trouverez dans la trousse:

- une **fiche de renseignements** sur les soins infirmiers et les services thérapeutiques et de soutien personnel offerts par l'entremise du CASC du Centre-Ouest;
- un carte qui vous permettra d'inscrire **votre plan de services** ainsi que le nom et les coordonnées du coordonnateur de soin du CASC qui vous a été assigné;
- un **macaron aimanté** vous donnant facilement accès au numéro du CASC si vous avez des questions et ce, 24 heures par jour, sept jours par semaine;
- un exemplaire de notre **déclaration de confidentialité**;
- de l'information sur la façon **de porter plainte ou de faire appel** relativement aux services qui vous sont fournis par le CASC du Centre-Ouest;
- des conseils sur la façon d'assurer votre sécurité et **votre protections à la maison** si vous recevez des services d'aide à domicile;
- droits et responsabilités en matière de location de matérial médical.

Nous vous recommandons de garder ces renseignements à un endroit facile d'accès avec tous les documents d'information qui vous seront fournis par les organismes avec qui nous avons conclu des contrats pour vous offrir des services.

Vous pouvez appelez au 905 796 0040 ou sans frais au 1 888 733 1177, si vous avez des questions ou des préoccupations ou si vous désirez parler à votre coordonnateur de soin.

Veuillez recevoir mes salutations distinguées.

Vice- Présidente, Services à la clientèle, CASC du Centre-Ouest

Karyn Lumsden

P.S. Pour un supplément d'information sur le CASC du Centre-Ouest, rendez-vous au www.cw.ccac-ont.ca.

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Fact Sheet

Our Services

- Care Coordination
- Information and Referral
- Long-Term Care Placement
- Nursing
- Nutritional Counselling/ Dietetics
- Occupational Therapy
- Physiotherapy
- Personal Care and Home Support
- Services for Children and Youth incl. Mental Health and Addictions
- Social Work
- Speech-Language Pathology
- Many other community-based health services

Who we are

- A one-stop access point to community-based health care services;
- Part of a province-wide community care network, able to coordinate services for people wherever they live in Ontario;
- Funded by the Ministry of Health and Long-Term Care.

Access us 7 days a week, 365 days a year

Visit us online at
www.cw.ccac-ont.ca
Telephone: 905-796-0040
Toll Free: 1 888 733 1177

What We Do

Each patient is assigned a Care Coordinator, a skilled health care professional who will conduct an assessment of your health care needs and determine what home care services you require. They:

- Help people navigate through a complex health care system;
- Connect people to appropriate and available health care services in their own community;
- Help patients maintain independence in their own homes with dignity;
- Arrange in-home health care services;
- Arrange in-school student support services;
- Support patients through the application and admission process to a long-term care home when living at home is no longer possible.

Community Care Access Centres are for Everyone

- Anyone can call to find out about services
- Services are for people of any age
- CCAC services are provided at no cost to patients.

Community Care Access Centre Care Coordinators

- Are patient focused;
- Are sensitive to diversity and culture;
- Visit patients in home, hospital or school;
- Evaluate each patient's individual needs;
- Determine your eligibility for admission, provide support through the application process, and prioritize and manage your admission process to a long-term care home when living at home is no longer possible;
- Coordinate services that ensure the most appropriate levels of care, rehabilitation and independence.

Community Care Access Centres also provide a single point of access for information and referral to community resources.

We can provide you with information on community-based care, or refer you to other agencies* to meet your unique needs, such as:

- Transportation assistance
- Meal delivery and dining programs
- Adult Day Programs
- Caregiver support groups

... and more.

** A fee may be charged for services provided by community agencies*

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Fiche de renseignements

Nos Services

- Conseils en nutrition et diététique
- Ergothérapie
- Gestion de cas et coordination des soins
- Information et renvoi
- Nombreux autres services de santé communautaires
- Orthophonie
- Physiothérapie
- Placement dans une maison de soins de longue durée
- Services aux enfants et aux jeunes, compris la santé mentale et dépendance.
- Soins infirmiers
- Soins personnels et soutien à domicile
- Pathologie de Discours-langue

Qui Nous Sommes

- Un point d'accès unique aux services de santé communautaires;
- Membre d'un réseau provincial de soins communautaires en mesure de coordonner les services destinés à tous les Ontariens;
- Financés par le ministère de la Santé et des Soins de longue durée

Vous pouvez nous joindre 7 jours par semaine, 365 jours par année.

Visitez le site Web du CASC du Centre-Ouest www.cw.ccac-ont.ca
Téléphone: 905-796-0040
Sans frais: 1-888-733-1177

Ce Que Nous Faisons

Chaque client est jumelé à un coordination de soin, soit un professionel de la santé compétent qui évaluera vos besoins en matière de santé et déterminera les services de soins à domicile dont vous avez besoin.

- Guidons les gens dans un système de soins de santé complexe;
- Dirigeons les gens vers les services de soins de santé appropriés et offerts dans leur communauté;
- Aidons nos patients à conserver leur autonomie dans leur propre domicile, dans la dignité;
- Organisons les services de soins de santé à domicile;
- Organisons les services de soutien aux élèves à l'école;
- Aidons nos patients au cours du processus d'inscription et d'admission nécessaire au placement dans une maison de soins de longue durée lorsqu'il leur devient impossible de demeurer dans leur domicile.

Les Centres D'Accès aux Soins Communautaires S'Adressent À Tous

- N'importe qui peut appeler pour se rensigner sur nos services.
- Nos services s'adressent aux personnes de tout âge.
- Nos services sont offerts gratuitement.

Les Coordonnateurs de Soins des Centres D'Accès aux soins Communautaires

- ont une démarche axée sur le patient;
- tiennent compte de la diversité et des différentes cultures;
- rendent visit aux patient à domicile, à l'hôpital ou à l'école;
- évaluent les besoins de chaque client;
- déterminent votre admissibilité, fournissent du soutien pendent le processus de demand, établissent la priorité de votre admission dan une maison de soins de longue durée lorsqu'il vous devient impossible de demeurer dans votre domicile;
- coordonnent les services qui assurent des niveaux de services, de réadaptation et d'autonomie appropriés.

Les centre d'accès aux soins communautaires fournissent également un point d'accès unique à des renseignements sur les ressources communautaires et des renvois à celles-ci.

Nous pouvons vous offrir de l'information sur les soins communautaires ou vous orienter vers d'autres organismes* pour combler vos besoins uniques, tels que:

- aide au transport
- livraison de repas et programmes de repas
- programmes de soutien pour les soignants
- nombreux autres services*

* Des frais pourraient être exigés

Central West Community Care Access Centre Privacy Principles

The Central West Community Care Access Centre believes in the basic right of individuals to their privacy. We use 10 internationally accepted principles to guide us to safeguard personal information.

1. **Accountability:**
   The Central West Community Care Access Centre has assigned an individual as the Chief Privacy Officer and has privacy policies and procedures in place.
2. **Identifying Purposes:**
   The Central West Community Care Access Centre ensures that individuals know the purpose for which personal information is required prior to collection, use or disclosure of the information.
3. **Consent:**
   Consent, either expressed or implied, is obtained prior to the collection, use or disclosure of information.
4. **Limiting Collection:**
   The collection of personal information shall be limited to that which is necessary for the purposes identified by the Central West Community Care Access Centre. Information shall be collected by fair and lawful means.
5. **Limiting Use, Disclosure and Retention:**
   Personal information shall not be used or disclosed other than for those purposes for which it was collected without the consent of the individual or as required by law. Personal information shall be retained only as long as necessary for the purpose.
6. **Accuracy:**
   The Central West Community Care Access Centre will ensure that personal information is as accurate, complete and up-to-date as is necessary for the purposes for which it is to be used. Individuals have the right to have inaccurate information corrected.
7. **Safeguards:**
   Appropriate security controls for technology and staff are in place and maintained to ensure there is no unauthorized use or disclosure of personal information.
8. **Openness:**
   The Central West Community Care Access Centre will readily make available to individuals the policies and procedures that support our commitment to privacy.
9. **Individual Access:**
   The Central West Community Care Access Centre has a process for individuals, upon request, to access their personal information, and to challenge its accuracy.
10. **Challenging Compliance:**
    An individual may challenge compliance to these priciples through the Chief Privacy Officer or the Ontario Information and Privacy Commissioner.

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Protecting Your Privacy

The Central West Community Care Access Centre is committed to the protection of your privacy and personal health information. The Ontario Personal Health Information Protection Act, passed in 2004, legislates the requirements to safeguard your personal health information. The Central West Community Care Access Centre will protect your information to the levels required by legislation. As part of our commitment, we believe that our clients should know what personal health information we collect, how we use it, how we protect it, and how to contact us if you have questions about the handling of your personal health information at the Central West Community Care Access Centre.

Your Information

What is personal health information?

Personal health information includes such things as your name, address, gender, age and health card number or other personal identification numbers. It also includes your health status and care needs as well as eligibility for health care services.

Why we collect your information

The knowledge and consent of the individual is required for the collection, use or disclosure of personal information, except where defined by law. The Central West Community Care Access Centre will ensure that consent, either expressed or implied, is obtained prior to the time information is collected. The Central West Community Care Access Centre collects information for the following purposes:

- To determine your needs and the services provided to you.
- To review your services on an ongoing basis.
- To plan, administer and manage internal operations and resources.
- To conduct quality improvement and research initiatives.
- Staff training.
- To comply with legal and regulatory requirements.
- For other purposes permitted or required by law.

Central West
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Central West Local Health Integration Network

How we use your information

The Central West Community Care Access Centre shares your personal health information in accordance with applicable laws such as the Ontario Personal Health Information Protection Act, 2004. For example, we may disclose your personal health information to:

- Health care professionals working for, or on behalf of, the Central West Community Care Access Centre who participate in the development, delivery and review of health services you receive.
- Other health care professionals who may need to deliver health services or treatment to you. For example, if your health or safety is at risk, we would disclose relevant personal health information to emergency workers or your treating physician at a hospital.
- Community-based organizations that provide health services to many of our patients and which deliver health services to you as part of your customized health service plan.
- Other individuals who you identify as contacts, such as a family member or a friend.
- Authorized researchers or individuals conducting client satisfaction surveys provided that consent, privacy and confidentiality issues have been addressed.
- The Ministry of Health and Long-Term Care, as required under the Ontario Personal Health Information Protection Act, 2004, for example where personal health information is the subject of a warrant or court order.

We may use your information for statistical purposes. Statistical reports used external to the Central West Community Care Access Centre do not contain any client or staff information that could be used to identify the individual.

How we protect your information

The Central West Community Care Access Centre is committed to protecting the privacy, confidentiality and security of your personal health information in any form. For this reason, we have implemented physical, technical and administrative safeguards including mandatory confidentiality agreements for our staff and students, mandatory privacy policies and training, locked premises and numerous technical safeguards for our computers. These safeguards help protect personal health information against unauthorized access, use and disclosure.

Sharing your assessment information is important . . .

With your consent, your assessment information can be shared electronically with other health care service providers who will provide you with on going support. Sharing assessments give health service providers in your community (e.g. CCAC, Adult Day Services, Long Term Care, etc.) the most up-to-date information about you so they can better serve your needs.

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Your assessment may contain information on:

•Your personal and health history

Your assessment information is protected!
The information you give us in your assessment will only be used by authorized staff involved in providing you with health support and services. Providers caring for you will keep your information confidential.

Your Rights

Your right to access your information

- You have the right to access the information we have about you in your record.
- You have the right to have information corrected or updated in your record.
- You have the right to change or withdraw consent to share your personal health information.

If you have concerns about the content of the information, who may access the information or questions regarding access to your record, correction of information, or if you have a privacy complaint, you may contact the Chief Privacy Officer at:

Central West Community Care Access Centre
199 County Court Boulevard
Brampton, ON L6W 4P3

Telephone: 905-796-0040 or 1-888-733-1177

For further information regarding the sharing of your assessment, please contact your Care Coordinator at 905-796-0040 or 1-888-733-1177 or the Integrated Assessment Records (IAR) Consent Call Centre at 1-855-585-5279; TTY: 1-855-973-4445.

Your right to voice concerns

If you believe any of your privacy rights have been violated in any way and the Chief Privacy Officer cannot resolve your concerns, you may contact the Ontario Information and Privacy Commissioner at 416-326-3333 or 1-800-387-0073 or through their website: www.ipc.on.ca.

This privacy statement may be updated from time to time. Any revised Privacy Statement will be available on our website **www.cw.ccac-ont.ca.**

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PATIENT'S RIGHTS AND RESPONSIBILITIES FOR MEDICAL EQUIPMENT

The Central West CCAC may approve the loan of Medical Equipment for a short time to help you with your care. If you need equipment on an ongoing basis, it is your responsibility to rent or buy the equipment. Your Care Coordinator will work with you to help make these arrangements, if needed. Please read all the information below on your Rights and Responsibilities.

The Central West CCAC can be contacted at Ph: 905-796-0040 or Toll Free: 1-888-733-1177

PATIENT'S RIGHTS	PATIENT'S RESPONSIBILITIES
You have the right to:	**You are responsible for:**

• Participate in the development of the goals related to your need for medical equipment.
• Receive information about CCAC policies and guidelines for medical equipment including:
  ○ Criteria for ending the loan of Medical Equipment
  ○ Case Management and service providers role in assisting you with acquiring the equipment you need
• Receive medical equipment that has been cleaned by the supplier and arrives in good working order.
• Receive instructions from the supplier on how to use and safely store the equipment.
• Receive information on who to contact if you have any questions or concerns about the equipment.
• Receive information about funding sources for acquiring equipment that is needed on a long term basis.
• Choose your own supplier when you rent or purchase equipment.
	• Informing the CCAC immediately when the equipment is no longer required.
	• Informing the CCAC/Supplier immediately when the equipment does not arrive in satisfactory condition, i.e. soiled, does not work or needs repairs and following the instructions regarding the ongoing use of the equipment until it is repaired or replaced.
	• Using the equipment only as intended.
	• Not losing or damaging the equipment by inappropriate use or not using the equipment as instructed.
	NOTE: THE SUPPLIER MAY SEEK COMPENSATION IN THESE CIRCUMSTANCES.
	• Not un-installing or removing the equipment installed by the supplier.
	• Informing the CCAC, in advance of any plans to move the equipment to any other place within the home or to another treatment site.
	• Returning equipment if you do not plan to rent or purchase it.
	• Making arrangements to rent or buy the equipment after the CCAC equipment rental period ends.
	• Arranging to take over the cost of rental/purchase of equipment not returned to the supplier after the CCAC equipment rental period ends.
	• Making the equipment available for pickup at a prearranged time as soon as possible after the CCAC has discontinued the rental.

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DROITS ET RESPONSABILITÉS DU PATIENT À L'ÉGARD DU MATÉRIEL MÉDICAL

Le CASC du Centre-Ouest peut approuver le prêt à court terme de matériel médical pour faciliter vos soins. Si vous avez besoin de matériel en permanence, vous devez le louer ou l'acheter. Votre coordonnateur de soin travaillera avec vous pour vous aider, au besoin, à prendre les arrangements nécessaires. Veuillez lire vos droits et responsabilités, énoncés ci-dessous.

Pour joindre le CASC du Centre-Ouest, composer le 905 796-0040
ou, sans frais, le 1 888 733-1177.

DROITS DU PATIENT	RESPONSABILITÉS DU PATIENT
Vous avez le droit de :	**Vous avez l'obligation de :**

• Participer à l'établissement des objectifs liés à votre besoin de matériel médical.
• Recevoir de l'information sur les politiques et les directives du CASC au sujet du matériel médical, notamment :
  ○ les critères d'annulation du prêt de matériel médical;
  ○ le rôle des gestionnaires de cas et des fournisseurs de services en mesure de vous aider à faire l'acquisition du matériel dont vous avez besoin.
• Recevoir un matériel médical nettoyé par le fournisseur, fonctionnel et en bon état.
• Recevoir du fournisseur le mode d'emploi et d'entreposage sécuritaire du matériel.
• Recevoir les coordonnées de la personne à joindre si vous avez des questions ou des préoccupations au sujet du matériel.
• Recevoir de l'information sur les sources de financement pour l'acquisition du matériel dont vous avez besoin à long terme.
• Choisir vous-même le fournisseur à qui vous louez ou achetez du matériel.
	• Prévenir le CASC immédiatement lorsque vous n'avez plus besoin du matériel.
	• Prévenir le CASC ou le fournisseur immédiatement lorsque le matériel reçu n'est pas en bon état, c.-à-d. s'il est souillé, ne fonctionne pas ou a besoin d'une réparation, et suivre les instructions concernant l'usage continu du matériel jusqu'à ce qu'il soit réparé ou remplacé.
	• Utiliser le matériel uniquement aux fins prévues.
	• Veiller à ne pas perdre le matériel et à ne pas l'endommager par un usage inapproprié ou contraire aux instructions données.
	NOTA : LE FOURNISSEUR PEUT DEMANDER UNE INDEMNISATION EN PAREILLES CIRCONSTANCES.
	• Veiller à ne pas démonter ou enlever le matériel installé par le fournisseur.
	• Informer le CASC à l'avance si vous comptez installer le matériel à un autre endroit dans la maison ou dans un autre centre de traitement.
	• Retourner le matériel si vous n'avez pas l'intention de le louer ou de l'acheter.
	• Prendre des arrangements pour la location ou l'achat du matériel à la fin de la période de location prévue par le CASC.
	• Prévoir la prise en charge du coût de location ou d'achat du matériel qui n'est pas retourné au fournisseur à la fin de la période de location prévue par le CASC.
	• Préparer le matériel pour sa cueillette à un moment convenu au préalable, dès que possible à la fin de la période de location prévue par le CASC.

Three Steps to *Emergency* Preparedness

72 HOURS

IS YOUR FAMILY PREPARED?

If an emergency happens in your community, it may take emergency workers some time to get to you. You should be prepared to take care of yourself and your family for a minimum of 72 hours. By taking a few simple steps today, you can become better prepared to face a range of emergencies – anytime, anywhere.

GetPrepared.ca | 1 800 O-Canada (1-800-622-6232)
TTY: 1-800-926-9105

1

KNOW THE RISKS

Although the consequences of various disasters can be similar, knowing the risks in your region can help you better prepare. Across Canada, we face a number of hazards, such as earthquakes in British Columbia, blizzards in Nunavut and tornadoes in Ontario. In addition to natural disasters, there are other types of risks, such as power outages and industrial or transportation accidents.

Find out the risks most likely in your community by visiting the 'Know the risks' section from the GetPrepared.ca website or by calling 1 800 O-Canada to obtain our Natural Hazards map.

2

MAKE A PLAN

Every Canadian household needs an emergency plan. It will help you and your family know what to do in case of an emergency.

Your family may not be together when an emergency occurs. Plan how to meet or how to contact one another, and discuss what you would do in different situations.

It only takes 20 minutes to complete a personalized plan online. You can then print it out. Most of this information can be filled out on your own. You may need to get some information from your municipality. To complete your emergency plan online, visit the 'Make an emergency plan' page from the GetPrepared.ca website.

To fill out your home emergency plan, you will need to think about the following:

- Safe exits from home and neighbourhood
- Meeting places to reunite with family or roommates
- Designated person to pick up children should you be unavailable
- Contact persons close-by and out-of-town
- Special health needs
- Place for your pet to stay
- Risks in your region
- Location of your fire extinguisher, water valve, electrical box, gas valve and floor drain

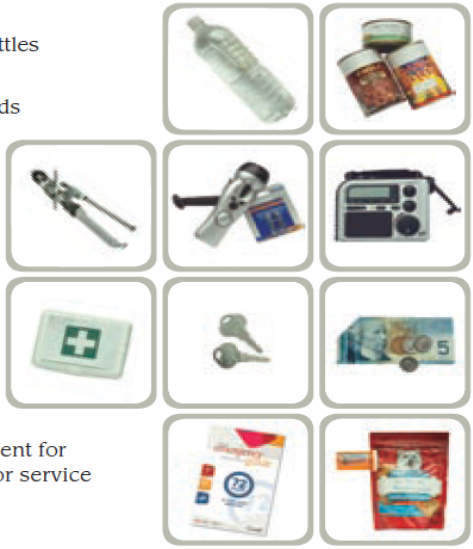
Keep this document in an easy-to-find, easy-to-remember place (for example, with your emergency kit). Photocopy your plan and keep it in your car and/or at work.

3

GET AN EMERGENCY KIT

In an emergency you will need some basic supplies. You may need to get by without power or tap water. Be prepared to be self-sufficient for at least 72 hours. Make sure your kit is easy to carry and everyone in the household knows where it is. Keep it in a backpack, duffle bag or suitcase with wheels, in an easy-to-reach, accessible place, such as your front-hall closet.

Basic emergency kit



- △ Water – at least two litres of water per person per day. Include small bottles that can be carried easily in case of an evacuation order
- △ Food that won't spoil, such as canned food, energy bars and dried foods (Replace food and water once a year).
- △ Manual can opener
- △ Wind-up or battery-powered flashlight (and extra batteries)
- △ Wind-up or battery-powered radio (and extra batteries)
- △ First aid kit
- △ Extra keys to your car and house
- △ Some cash in smaller bills, such as $10 bills and change for payphones
- △ A copy of your emergency plan and contact information
- △ Special items such as prescription medication, infant formula, equipment for people with disabilities or food, water and medication for your pets or service animal (personalize your kit according to your needs)

Recommended additional items

- △ Two additional litres of water per person per day for cooking and cleaning
- △ Candles and matches or lighter (place candles in sturdy containers and do not burn unattended)
- △ Change of clothing and footwear for each household member
- △ Sleeping bag or warm blanket for each household member
- △ Toiletries
- △ Hand sanitizer
- △ Utensils
- △ Garbage bags
- △ Toilet paper
- △ Household chlorine bleach or water purifying tablets
- △ Basic tools (hammer, pliers, wrench, screwdrivers, work gloves, dust mask, pocket knife)
- △ Small fuel operated stove and fuel (follow manufacturer's directions and store properly)
- △ A whistle (in case you need to attract attention)
- △ Duct tape (to tape up windows, doors, air vents, etc.)

TIP

Keep a corded phone in your home, as most cordless phones will not work during a power outage.

Check your kit once a year

to ensure contents are up to date. Re-stock as needed.

To order this publication in alternate formats (audio, Braille, large print, diskette, CD) call, Monday to Friday, 1 800 O-Canada (1-800-622-6232) | TTY: 1-800-926-9105. Public Safety Canada also publishes a more detailed guide on emergency preparedness that you can obtain by visiting www.GetPrepared.ca or by calling the number previously mentioned.

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Canada

Your Current CCAC Service Plan

Central West
CCAC Community Care Access Centre
CASC Centre d'accès aux soins communautaires du Centre-Ouest

199 County Court Blvd.
Brampton, ON L6W 4P3

199, boul. County Court
Brampton, ON L6W 4P3

Your Care Coordinator is:

_____

Care Coordinator Extension:_____
Care Team Extension:_____
Telephone No:
1 888 733 1177 or 905 796 0040

Type of Service	Agency	Agency Tel.	Comments

Important Information Regarding Your Service Plan

1. In the case of a health care emergency, call 911 or go to the emergency department of your local hospital.

2. Call your **CCAC Care Coordinator** when:

- you require any assistance
- you have questions about the services you are receiving
- you are admitted to hospital

3. Call your **Service Provider Agency** (e.g. your nurse, therapist, personal support worker) when:

- you need to change a scheduled appointment
- the Service Provider doesn't arrive for a scheduled appointment
- you have questions about service

Ontario
Central West Local Health Integration Network
Réseau local d'intégration des services de santé du Centre-Ouest

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Long-Term Care ACTION Line

Offers Services for CCAC Patient Complaints

The Long-Term Care ACTION Line was established in January 2004 for residents of long-term care homes to report any concerns they had about care and the services provided by their long-term care home.

The Long-Term Care ACTION Line has now been expanded so that home care patient, or others, like family members, can call with any concerns or complaints they might have about home care services and/or their CCAC.

The Long-Term Care ACTION Line will facilitate the referral of CCAC patient complaints to an independent third party called an Independent Complaint Facilitator when requested by the CCAC client.

The Independent Complaint Facilitator will:

- Listen to CCAC patient concerns or complaints about CCAC services
- Work with patients to address their complaints
- Mediate disputes between patients and their CCAC and/or service provider agency/staff
- Assist CCAC staff in identifying and developing innovative approaches to support patients

Ontario
Central West Local Health Integration Network
Réseau local d'intégration des services de santé du Centre-Ouest

1-866-876-7658 or 416-326-6777 (outside Ontario)

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All communications between the CCAC patient and the facilitator are strictly confidential. Facilitators are only permitted to share information with the consent of the CCAC patient - and then only with those persons directly involved with addressing the complaint (e.g. the CCAC and/or service provider staff). With the consent of the patient, the facilitator may also share information with family members or other caregivers.

CCACs also have a complaints process. While patients are encouraged to work directly with their CCAC and/or service provider, some may be reluctant to do so. The Action Line offers these individuals an additional option to address their concerns.

Facilitators work independently from the CCACs and do not have the authority to make decisions on, or recommend:

- CCAC services
- Increases in service levels authorized by CCACs
- The provision of alternative services not provided by CCACs, or
- Changes in CCAC policies or procedures

For these reasons, CCAC patients may wish to follow the formal CCAC complaints process. CCAC patients who work with facilitators retain all their legal rights to use the formal CCAC complaints process at any time. Where there is a conflict between the facilitator process and the formal CCAC complaints process, the formal process will prevail.

Formal Appeal

If the CCAC patient is not satisfied with the decision of the Patient Complaint Review process of the Central West CCAC, and the Long-Term Care ACTION Line, the patient may appeal the decison to the Health Services Appeal Board of the Ministry of Health. This is in accordance with Bill 173, Section 40 to 49.

Health Services Appeal & Review Board
Attn: Registrar, Health Boards Secretary
151 Bloor Street West, 9th Floor
Toronto, Ontario M5S 2T5
Tel: 416-327-8512 or 1-866-282-2179
Fax: 416-327-8524
Email: hsanb@moh.gov.on.ca

To access the Long-Term ACTION Line, please call:
1-866-876-7658 or 416-326-6777 (outside of Ontario)

For TTY services, call:
1-800-387-5559 or 416-327-4282 (outside of Ontario)

Individuals can also visit the Ministry of Health and Long-Term Care website at:
www.health.gov.on.ca

4. Tell your health care team if you have ever had a reaction to any medicine or food.

If you get sick, your health care team may need to act fast. Before they give you any medicine, they will need to know if you could have a bad reaction to it. That's why you should tell them in advance about any allergy or reaction you have ever had to medicine or food.

Reactions can include rashes, headaches, breathing trouble, and feeling sick. Because some medicines have food in them (such as the eggs used in the flu shot), be sure to talk about your food allergies too. Tell a member of your team right away if a new medicine makes you feel unwell. If you do not know of any allergies, you can get tested.

Don't wait until you get sick to tell people about your allergies. Some people wear an ID bracelet such as MedicAlert™. This tells the health care team about your allergies when you can't tell them yourself.

5. Make sure you know what to do when you are at home.

When you are getting ready to come home from the hospital or after a health care appointment, ask as many questions as you can. Make sure you understand what you need to do when you are at home. Write this information down or have a family member or friend write it for you. Share the information with your other health care providers.

Here are some good questions to ask:

- What support should I have at home?
- Are there safety concerns I should be aware of? (For instance, rugs that might be a falling hazard or poor lighting)
- Will I have trouble moving around?
- When can I return to work?
- What medications do I need to take when I am at home?

This brochure has been prepared for general information and as a reference guide, and is not intended to be and is not a comprehensive or definitive statement or review regarding the subject matter contained herein. This brochure is not intended to provide any legal or medical advice. You should not adapt or change any medical treatments or practices without consulting with your doctor.

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Home and Community Sector

Your Health Care
Be Involved

ONTARIO HOSPITAL ASSOCIATION

Connecting you with care / Votre lien aux soins
CCAC Community Care Access Centre
CASC Centre d'accès aux soins communautaires

www.ccac-ont.ca/ClientSafety

1. Be involved in your health care. Speak up if you have questions about your care.

Be an active member of your health care team. A member of your health care team is anyone who is assisting you with your care inside or outside of your home. Take part in every decision about your care. Ask questions so you can make informed choices. Come prepared for your health care appointment. Know what to do when you go home. If you don't feel your concerns are being heard, ask again.

What you should know

You should understand as much as you can about:

- your health problem or your diagnosis
- the care you will need
- medicine you should take and how to take it

Here are some good ways to ask questions:

- What is my care plan?
- What should I tell my family or caregiver?
- Can you tell me more about my health problem?
- Are there any other options?
- What can I do at home to help my progress?

2. Tell your health care team about your past illnesses and your current health condition.

You know the most about your health. Tell your health care team everything you can, even if you think they already know. Tell them even if you think it is not important.

Tell them if:

- you are not feeling well right now
- you have been sick or have fallen lately
- you are taking any medicine
- you have had surgery or recent visits to the hospital
- you have seen another doctor or received other health care services
- you have a chronic illness like diabetes or heart disease
- you have a family history of an illness, such as high blood pressure, asthma, or cancer
- you have a history of tobacco, drug, or alcohol use
- you have been feeling tired or doing less lately
- you are not eating well or not feeling hungry
- you or a family member, have a disease that can spread to others

3. Have all of your medicines with you at every health care appointment.

Some medicines combine with each other in your body and produce bad reactions. To protect you, your health care team must know about any prescription drugs you take. They must also know about other medicines you buy, such as:

- vitamins
- herbs and herbal remedies
- food supplements
- "over the counter" medicine you buy at the drugstore

Always keep your medicine in the bottle or packaging it came in. If you cannot bring all your medicines with you, keep a list of everything you take. Keep this list up to date. Bring it with you when you go to the hospital or to a health care appointment. Your doctor and pharmacist can help you make the list.

Fire Safety – What You Can Do?

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Community Care Access Centre — Centre d'accès aux soins communautaires du Centre-Ouest

- Test smoke and carbon monoxide alarms monthly
- Change alarm batteries every time you change your clocks for Daylight Savings Time
- Have fire extinguishers and know how to operate them
- Do not leave cooking unattended or leave the stove on
- Be cautious when using greasy pots for deep frying
- Check power cords to make sure they are not frayed, cracked or damaged
- Keep space heaters at a safe distance from combustible materials and unplug when not in use
- For smokers, use large deep ashtrays and wet down the ashes and cigarette butt before disposing of them
- Never leave burning candles unattended
- Have a fire exit plan and practice it
- Call your local fire services for a free Home Fire Safety Inspection

Local Department Contacts:

Brampton
(905) 874-2700

Mississauga
(905) 615-3777

Etobicoke
(416) 338-9450

Caledon
(905) 584-2241

Orangeville
(519) 941-3083

Woodbridge
(905) 832-8531

In case of fire, always call 9-1-1

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Central West Community Care Access Centre
Quick Tips and Important Information

Central West CCAC
Community Care Access Centre

CASC
Centre d'accès aux soins communautaires du Centre-Ouest

Home Visit Safety and You

The Central West Community Care Access Centre is dedicated to ensuring your safety and security, whether we are visiting you at your home or arranging services for you with our service providers. You can feel confident that we have your personal security in mind.

For your safety:
Whenever a Central West CCAC care coordinator or one of our contracted service providers visits you in your home, we will always:

- Pre-arrange our visit times, often calling shortly before our arrival
- Carry identification that includes our name and photograph

For your security:
Your knowledge and consent are required for the collection, use and sharing of your personal health information. We will explain to you why we are collecting this information, and we will ask for your consent to use the information. We will never ask for your bank account number, credit card number or bank card number.

Protect yourself and your home:

- Always inspect the photo identification of any stranger who comes to your door.
- Keep valuables such as your credit cards, bank cards and cash safely stored in your home.
- Never give out your account numbers or bank card numbers.
- If you suspect someone is not who they say they are, do not let them into your home.
- To confirm it is a home care worker at your door, you can call us at 1 888 733 1177.
- If you think someone has stolen from you, contact your local police department immediately.

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Votre rôle dans la sécurité des visites à domicile

Le CASC du Centre-Ouest s'engage à assurer votre sécurité et votre protection, que nous vous visitions à domicile ou que nous prenions les dispositions nécessaires à la prestation de services par nos fournisseurs. Soyez assuré que votre sécurité personelle nous tient à coeur.

Pour votre sécurité

Chaque fois qu'un gestionnaire de cas du CASC du Centre-Ouest ou qu'un de nos founisseurs de services à contrat vous visitera à domicile, nous:

- établiron l'heure des visites à l'avance et, souvent, nous appelleron peu avant notre arrivée;
- présenterons une pièce d'identité munie d'une photo

Pour votre protection

Vous devez être au courant de la collecte, de l'utilisation et du partage des renseignments personnels sure votre santé et y consentir. Nous vous expliquerons pourquoi nous recueillons cette information et vous demanderons votre consentement pour l'utiliser. Nous ne vous demanderons jamais vos numéros de compte de banque, de carte de crédit ou de carte bancaire.

Protégez-vous et protégez votre maison

- Regardez toujours la carte d'identité à photo de tout étranger qui se présente à votre porte.
- Gardez vos objets de valeur comme vos carte de crédit, vos cartes bancaires et votre argent comptant dans un endroit sûr de la maison.
- Ne donnez jamais vos numéros de comptes ou de carte bancaires.
- Si vous croyez que la personne à votre porte est bien un employé des soins à domicile, vous pouvez nous appeler au 1 888 733 1177.
- Si vous croyez avoir été volé, communiquez avec l'escouade des fraudes de votre service de police local pour signaler immédiatement le crime.

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How To Prevent Falls

- Have good lighting in each room
- Ensure floor surfaces are slip-resistant and mats/carpets have a slip-resistant backing
- Have 'grab bars' or rails (e.g. in bathroom and stairways)
- Keep items you use often in easy-to-reach places
- Keep floors dry and clutter-free
- Wear appropriate footwear (e.g. slip-resistant soles, low heels, etc.) and avoid wearing just socks on tile or wood floors
- Securely fasten railings on both sides of all stairways
- Keep all walkways, ramps and stairs free of wet leaves, snow and clutter
- Use caution when getting in and out of the car

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What To Do If You Fall

Try not to panic. Rest for a moment. If you can, get up.

1

- Roll onto your side
- Push up into sitting position

2

- Turn onto your hands and knees
- Crawl to the nearest stable furniture, e.g. bed, chair, stool, toilet

3

- Place your hands on the seat

4

- Place one foot flat on the floor

5

- Lean forward and push up with your other foot

6

- Sit, rest, then tell someone you have fallen

If You Are Injured:

DO NOT try to get up

Get Help: Attempt to reach a phone. Call 911 and stay on the line.

Keep Warm: Use anything that is nearby:bedding, a coat, even a table-cloth.

If You Are Wet: If your bladder "lets go" in the fall, move away from the damp area to keep warm.

Move Your Limbs: Gently moving your arms and legs will help your circulation and reduce pressure areas.

Be aware of signs and symptoms of cold illnesses.

Follow first aid procedures promptly as outlined below:

Frostnip: Mild form of frostbite where only the skin freezes. Skin appears yellowish or white, but feels soft to the touch and painful tingling or burning sensation may be experienced.

Treatment: Get out of the cold. Warm the affected area slowly with body heat. Try blowing warm breath onto the affected area or tucking your hands into your armpits. Once the affected area is warm, do not re-expose it to the cold. Never rub or massage the area where there is cold injury.

Frostbite: A more severe condition where both the skin and the underlying tissue (e.g. fat, muscle, bone) are frozen. Symptoms include swelling and redness in the early stages, tingling and burning sensation in the extremities and numbness. Skin becomes white and waxy/greyish yellow and is hard to the touch.

Treatment: Get medical help; frostbite can be a serious medical emergency. If possible, move the victim to a warm area. Gently loosen or remove tight clothing or jewelry that may restrict circulation. Warm the affected area slowly as for frostnip. CAUTION: If there is a possibility that the affected area might be refrozen before medical help arrives, do not warm. This greatly increases the risk of tissue damage. DO NOT allow the victim to drink alcohol or smoke.

Hypothermia: Feeling cold over a prolonged period of time can cause a drop in body temperature. Symptoms include drowsiness, shivering, irritability, confusion, stiff muscles, slurred speech, fatigue, discoloration of lips, cold skin and apathy. This can progress to a life-threatening condition where shivering stops, the person loses consciousness and cardiac arrest may occur.

Treatment: Get medical help immediately. Move the person indoors and remove any wet clothing. Place the victim between blankets so the body temperature can rise gradually. Body-to-body contact can help warm the person's temperature slowly. DO NOT use hot water bottles or electric blankets. If the person appears unconscious, call 9-1-1 and start CPR if necessary.

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How to Stay Safe in the Cold

- Stay active, maintain good nutrition and get plenty of rest
- Drink warm fluids to prevent dehydration
- Postpone outdoor activities or reduce the amount of time spent outdoors when the temperature is -25° Celsius or colder (with or without the wind chill)
- Maintain a heated indoor environment in the home or office (landlords MUST maintain the heat at a minimum of 20° Celsius between September 15th and June 1st)
- Do not use an oven as a heating device. Ensure space heaters are well maintained and used properly to avoid fire risk
- Remember to dress in layers of warm clothing
- Change wet clothing or footwear immediately

Be aware of the signs and symptoms of heat illnesses.

Follow first aid procedures promptly as outlined below:

Sunburn: Symptoms include redness, pain, swelling of skin, blisters, fever and headaches.

Treatment: Leave water blisters intact to speed healing and avoid infection. If breaking of blister occurs, apply sterile dressing. Serious cases should be seen by a physician.

Heat Cramps: Symptoms include heavy sweating can cause painful muscle spasms, usually in the legs but possibly in the abdomen.

Treatment: Apply firm pressure on cramping muscles or gently massage to relieve spasm; give sips of water. If nausea occurs, discontinue sips of water and move person to a cooler place to rest in a comfortable position. Observe carefully for changes in condition.

Heat Exhaustion: Symptoms include heavy sweating, weakness, cold, pale and clammy skin, weak pulse, fainting and vomiting.

Treatment: Move person out of the sun to a cooler environment. Lay person down and loosen clothing, apply cool wet cloths and give sips of water. If nausea occurs, discontinue sips of water; if vomiting continues, seek immediate medical attention.

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How to Stay Safe in the Heat

- When in the sun, cover up and stay in the shade
- Wear loose-fitting long shirts and pants, a wide-brimmed hat and UV-protective sunglasses
- If your home does not have air conditioning, go to the shopping mall, library, recreational facilities or heat-relief shelters
- Stay well hydrated. Plain water is the liquid of choice; diluted fruit juice is fine
- Drink fewer caffeinated and alcoholic beverages on hot days
- Apply sunscreen (SPF 15 or higher) 20-30 minutes before going outside
- Limit time outdoors between 11 a.m. and 4 p.m.
- Check the media for weather up dates. Visit **hotweatherinpeel.ca** or call Region of Peel Public Health at 905-799-7700 for heat information

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Preventing Infections at Home

Viral, bacterial and fungal germs are found on most surfaces and objects, including wood, plastic, stainless steel and paper.

Germs can remain active for several days and may make you sick.

Germs are transmitted into your body by touching a contaminated object (for example, a door knob) and then touching your eyes, nose or mouth. They can also be transmitted through the air, via a cough or sneeze.

Did you Know?

One of the best ways to avoid infections in your home is through proper hand washing or by using an alcohol-based hand sanitizer. However, many people don't know how to wash their hands properly. Please see the other side of this postcard for hand washing tips.

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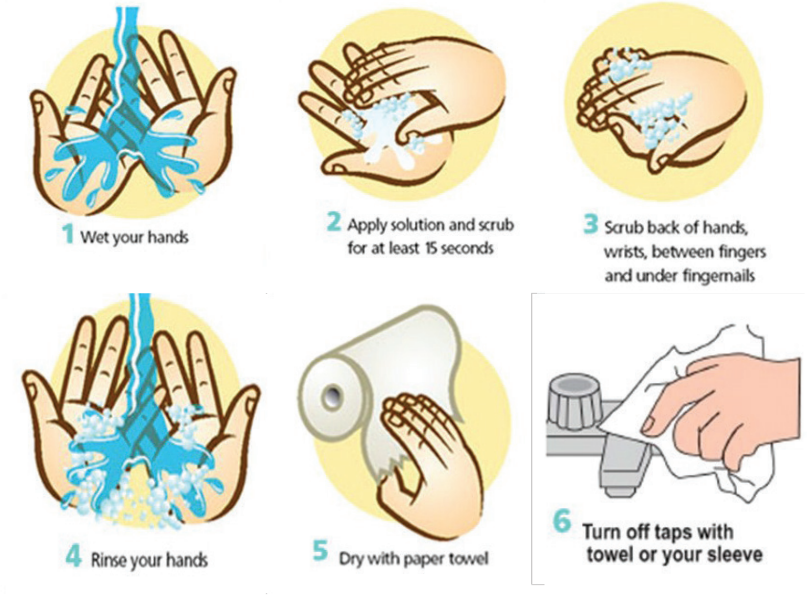
Hand Washing to Prevent Infection


1 Wet your hands
2 Apply solution and scrub for at least 15 seconds
3 Scrub back of hands, wrists, between fingers and under fingernails
4 Rinse your hands
5 Dry with paper towel
6 Turn off taps with towel or your sleeve

Always wash your hands <u>before:</u>

- Preparing food
- Eating
- Treating wounds
- Giving medication
- Touching a sick / injured person

Always wash your hands <u>after:</u>

- Preparing food
- Using the toilet
- Changing a diaper
- Touching an animal
- Blowing your nose
- Coughing or sneezing
- Treating wounds
- Touching a sick / injured person
- Handling garbage